Quick Guide to Registration



For full User Guide and other Rent Registry Info & FAQs: Go to www.rentregistry.oaklandca.gov.

1) Create an Account

- Go to the Rent Registry at <u>www.rentregistry.oaklandca.gov</u>.
- Select "Create an Account/Log In."
- Select "Register."
- Create username and password, and then select "Register Now."
- A validation link will be sent to the email address provided as your username. Go to your email and click on validation link to complete login process.

2) Add a Property

- After creating an account, owners/managers can add properties to their user profiles. To add a property, you will need the Parcel Number and PIN combination for EACH property you wish to add. The Parcel Number and PIN are provided in the "Registration Notice" cover letter of this packet. (Owners of multiple properties will receive one mailing for **each** property they own.)
- Click on "Add Property" in upper righthand corner of screen.
- Enter Parcel Number (Parcel #) and PIN from cover letter for property you are adding and select "Add."
- Select property on owner's dashboard and click on "View" to go to property page.

3) Edit Contact Information/Add Property Manager

- Scroll down to "Contacts" to review the owner/manager contact information.
- To edit the "Owner" or "Property Manager" contact information, click on the square at the far righthand side of the screen and select "Edit."
- To add a new owner contact or a property manager contact, select "Add Contact."
- You must add one "Property Manager" contact to claim an exemption and/or submit the property for registration. If there is no property manager, provide the owner's information for the property manager contact.
- Click on "Contact Preferences" to identify which contact should receive future RAP mailings.

4) Update Unit Inventory

- Scroll down to "Unit Inventory." If there are no units listed in the "Unit Inventory" section, go to **Step 5** for instructions on how to add units to the Unit Inventory.
- If all units on the property have already been added to the Unit Inventory, go to
 Step 7 for instructions on how to review/update registered tenancy information.

5) Add Units

NOTE: If a property has more than one street address, the additional street addresses must be added to the property PRIOR to adding the unit. Go to "**Address**" at top of Property Page and select "Add" to add any additional street addresses for the property. **Before a unit can be claimed exempt, it MUST FIRST BE ADDED to the Unit Inventory.**

250 Frank H. Ogawa Plaza, Suite 5313 Oakland, CA 94612 www.oaklandca.gov/RAP rentregistry@oaklandca.gov (510) 238-3721





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5) Add Units (Continued)

- Click "Add Unit" to add each unit to the Unit Inventory.
- After clicking on "Add Unit": Go to "Associate To: Site Address," and use drop-down menu to choose the unit's street address. Enter the unit number or name. If the unit ONLY has a street address, select "No Unit Number."
- **Property Type:** Select the type of property the unit is in.
- Year Property Built: Indicate whether the unit you are registering was built in the same year the property was built as reflected in Alameda County records. If you do not know, select "Unknown."
- Occupant Type: NOTE: If you select Tenant or Rent Subsidized Tenant, you will be prompted to register the tenant's tenancy information. Complete all fields to the best of your knowledge and ability. When complete, click on "Submit" button.
- Repeat the "Add a Unit" process until all units on property are added.
 NOTE: For properties with 10 or more units: You may click on the "Import Units"
 button to download a formatted Excel spreadsheet which will allow you to upload tenancy data. Instructions for use are on the spreadsheet's first tab. After you have completed the spreadsheet with all of the requested information, you may upload the saved spreadsheet by again clicking on the "Import Units" button in the Unit Inventory.
- To claim an exemption, go to **Step 6**. If there are no exemptions, go to **Step 8**.

6) Claim an Exemption

- Go to Unit Inventory and click on **yellow "Action"** button at the far righthand side of row for unit you wish to exempt.
- Select "Apply for Exemption."
 NOTE: This option will not appear until you have added at least one Property
 Manager contact in the Contacts section. If there is no property manager, use the owner's information for this contact type.
- Select reason for exemption and upload any required documentation.
- Fill out required fields and select "Submit."
- Repeat process for any other unit(s) you wish to claim exempt.
- Go to **Step 8**.

7) <u>Review and Update Unit Inventory</u>

- Review all registered unit information in the Unit Inventory.
- If there are no changes: Go to Step 8 to submit your property for registration.
- If there are changes in occupancy or rent: Click on the yellow "Action" button at the far right side of the row for the unit you wish to update.
- **To report a new tenancy:** Select **"Report New Occupancy."** If the new occupant is an owner or rent-free occupant, you may claim the unit exempt (see Step 6).
- To report a rent increase for an existing tenant: Select "Report Rent Increase."

8) Submit Rent Registration

- Go to top or bottom of property's page and select the blue "Action" button.
 NOTE: This button will not be visible unless you have added a Property Manager contact to the Contacts section.
- Select "Submit Rent Registration." Fill out required fields and submit. You will receive a confirmation email from the RAP after submission.

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INSTRUCTIONS TO REC	ISTER YOUR PROPERTY					
Step 1: Update Cantact Inform property manager, then you o communications.	witten, Scroll down to 'Contacts' and an indicate that the Property Hanage	click 'Add Contact" to add neonsary contact information is the same as	contacts (Primary Owner and Prope for the owner, After you have added	rty Manager), You must add 801 I both contacts, use "Set Preferen	H a Phimary Owner and I nors" button to designate	Property Manager contact. If there is no who should receive future rent registry
Step 2: Add Units. Scroll. dow "Action" button.	to 'Unit Inventory' and click on 'Ad	Unit" (top right) and add ALL resider	tial units to the unit, inventory, Afte	er adding units to inventory you	may claim individual uni	(c) exempt by clicking on each unit's yellow
Step 3: Claim Exemption(s). O Note: If you believe your enti	nce all units are added, use each uni e property is exempt from rent regis	's yellow 'Action' button to claim an ration requirements, then use the bi	exemption for individual units (e.g. e property "Action" button to subm	"Owner occupied"). It a property-wide exemption.		
Step 4: Submit for Registratio	e: After you have added all units and	ty claimed any exemptions, use the	the property "Action" button at the	too right corner of the page to	submit property for regi	tration. After submitting, you will receive a

